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## TEST INFORMATION GUIDE

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Ranger** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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### I. SITE MAINTENANCE

**(16 Questions)**

Employees in this job must be able to operate a variety of equipment in performing ground maintenance work at conservation sites. Rangers must also be able to make minor or routine repairs to buildings on conservation sites. Test question topics include:

- Using and maintaining lawn mowers and tractors;
- Troubleshooting lawn and garden equipment problems (e.g., two and four cycle lawn mowers; front end loaders; tractors; blade graders; chain saws, etc.);
- Using nails, screws and other fasteners;
- Using a variety of tools (e.g., pipe wrench; square; hacksaw; electric drill; welding torch; etc.);
- Troubleshooting electrical problems; rewiring light switches; etc.

### II. EMPLOYEE RELATIONS

**(16 Questions)**

Employees in this job are considered lead workers over maintenance crews assigned to a conservation site. The Ranger assists the Site Superintendent in preparing work schedules and directs and oversees the completion of work activities. Thus, Rangers must be knowledgeable of techniques used to effectively relate to and manage work crews. Test question topics include:

- Resolving conflict among employees;
- Resolving performance problems;
- Effective work demonstration and training techniques;
- Giving work direction and orders.

### III. SAFETY PRACTICES

**(16 Questions)**

Employees in this job must be able to respond to and resolve emergency situations which occur at sites. Rangers must be able to recognize unsafe conditions and see that such conditions are eliminated. This test section assesses knowledge of safety and safe site conditions. Test question topics include:

- Building and vehicle safety;
- Fire and explosion hazards;
- Basic first aid.

#### **IV. PUBLIC RELATIONS**

**(16 Questions)**

Employees in this job are in daily contact with visitors at conservation sites. They must be able to successfully interact with the public to promote good public relations. Test question topics include:

- Handling complaints received from the public;
- Techniques to promote effective public relations;
- Responding to questions posed by the public about conservation sites;
- Techniques used to successfully manage situations involving hostile persons.

#### **V. GROUNDSKEEPING**

**(16 Questions)**

Employees in this job are responsible for the care and orderliness of conservation site grounds. They need a working knowledge of lawn, tree and shrub care. Test question topics include:

- Use of fertilizers;
- Seeding and caring for new lawns;
- Planting and transplanting trees and shrubs;
- Removal of limbs and branches from trees.